



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**AT&T Corp.**  
**for quarter ending June 30, 2013**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.60	2.40	1.70	2.57
B. Operator Answer Time - Information [730.510(a)(1)]	4.99	4.36	7.31	5.55
C. Repair Office Answer Time [730.510(b)(1)]	67.03 *	55.09	64.36 *	62.16 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	6.18	29.55	17.93	17.89
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	97.18%	99.06%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	97.44%	96.07%	98.17%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.07	0.08	0.06	0.07
H. Percent Repeat Trouble Reports [730.545(c)]	1.96%	2.86%	0.00%	1.61%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

C rslts missed by ~2s for qtr on avg. D represents ntl/multi-state rslts. F Rslts per PA 096-0927. Rslts for Item I not available.



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